

Intercultural Plan - Feedback on Behalf of a Group

We want to better understand the experiences, priorities and emerging needs of culturally diverse communities across Ballarat, including what is working well and where improvements are needed. Your feedback will help shape the City of Ballarat's next Intercultural Strategic Plan and guide future actions, partnerships and community support over the next four years. This submission should take around 10 minutes to complete.

Section 1: About your organisation

01. Organisation or group name **Required**

02. Which of the following best describes your organisation's connection to Ballarat's culturally, linguistically or religiously diverse community? **Required**

Select all that apply
☐ Cultural or multicultural community group
☐ Service provider
☐ Faith-based organisation
☐ Education or training provider
☐ Health or wellbeing service
☐ Youth organisation
☐ Advocacy organisation
☐ Sporting or recreation group
☐ Other (please specify)

Section 2 – Community experiences and emerging issues

03. From your organisation's perspective, what are the main strengths, challenges and emerging needs for culturally diverse communities in Ballarat?

Required

04. Over time, how do you feel Ballarat is changing as a place for people from diverse cultural backgrounds? **Required**

1 = Becoming less welcoming and inclusive 3 = Staying about the same 5 = Becoming more welcoming and inclusive

On a scale between 1 and 5, and in increments of 1, provide your rating below.

05. What changes have you observed?

Have you, or someone you know, experienced unfair treatment, exclusion or discrimination?

If you have experienced or witnessed unfair treatment, exclusion, discrimination, racism or harassment, support and reporting options are available.

You can report experiences of discrimination, racism or unfair treatment through the City of Ballarat's Community Reporting Tool:

<https://www.ballarat.vic.gov.au/community/health-and-wellbeing/reducing-racism-community-reporting-tool>

For support and information about community safety, wellbeing and reporting options, including emergency and non-urgent assistance to crime and events, visit the Community Safety Support and Resources page:

<https://www.ballarat.vic.gov.au/community/health-and-wellbeing/improving-community-safety/community-safety-support-and-resources>

Section 3 – Council services and inclusion

Council can directly influence local services, programs, community spaces and inclusion initiatives.

Some broader issues raised through this engagement (such as housing, public transport, health services, education, employment and settlement support) may sit with State or Federal Government, but Council can advocate and work with partners to support the community.

06. What is working well in relation to Council's support for culturally and linguistically diverse communities?

07. What barriers make it harder for people to access Council services, programs, events or opportunities? (Select all that apply.) **Required**

Select all that apply.

Select all that apply
☐ Information is not available in preferred languages
☐ Lack of awareness of Council services, programs or opportunities
☐ People do not feel represented in Council communications
☐ Council staff may need more support to respond to diverse cultural needs
☐ Difficulty accessing services or activities due to transport, location or timing
☐ People do not feel comfortable providing feedback to Council
☐ People do not feel safe providing feedback to Council
☐ Other (please specify)

08. What would make the biggest difference?

Select one answer only
☐ Better communication and promotion
☐ More translated information
☐ Plain language information

☐ Interpreters
☐ Greater outreach into communities
☐ Stronger partnerships with community organisations
☐ More opportunities for community participation
☐ More cultural celebrations and events
☐ Culturally safe Council services
☐ Other (please specify):

09. How should Council communicate with culturally diverse communities?

Select all that apply
☐ Community leaders
☐ Community organisations
☐ Social media
☐ Email newsletters
☐ Council website
☐ Printed information
☐ Community events
☐ Information sessions
☐ Local media
☐ Other (please specify)

Section 4 – Priorities for the next Plan

10. What should Council focus on most over the next four years? **Required**

Select up to 4 options.

Select between 1 and 4 answers
☐ Better communication and access to information
☐ Culturally safe and inclusive services

☐ Supporting community organisations and leaders
☐ Building community connection and belonging
☐ Supporting new and emerging communities
☐ Celebrating cultural diversity through events and activities
☐ Community safety
☐ Addressing racism and discrimination
☐ Increasing participation in community life
☐ Advocacy to State and Federal Government (eg. housing, public transport, health services, education, employment and settlement support)
☐ Other (please specify):

11. You selected advocacy to State and Federal Government. Which issues do you think Council should advocate for? **Required**

(Select all that apply)

Select all that apply
☐ Housing and homelessness
☐ Public transport
☐ Employment opportunities
☐ Health and wellbeing services
☐ Settlement and support services
☐ Education and training opportunities
☐ Employment programs
☐ Health services (such as Medicare, NDIS etc)
☐ Other (please specify)

12. Is there anything else your organisation would like Council to consider when developing the next Intercultural Plan?

What happens next?

Between June and July, we'll gather feedback from community members, organisations and stakeholders. We'll use this feedback to develop a draft Intercultural Plan.

The draft plan will be shared with the community in October 2026, giving everyone another opportunity to provide feedback before it is finalised.

The final Intercultural Plan 2027-2031 is expected to be presented to Council for adoption in March 2027. Once adopted, the plan will help guide our work, partnerships and priorities to support intercultural communities across Ballarat over the next four years.